

Talking Book Service Advisory Committee Meeting
Tuesday, June 3, 2008
9:30 AM-1:30 PM
Idaho Commission for Libraries
River Room (Lower Level Conference Room)

Meeting Purpose: To improve services for those requiring reading alternatives

Desired Outcomes: By the end of the meeting, participants will:

1. Be knowledgeable of NLS changes and updates
2. Be aware of digital transition issues in Idaho
3. Provide input on addressing transition issues
4. Be current on other reading alternative projects

Meeting Leader: Sue Walker

Facilitator: Erin McCusker

Recorder: Jennifer Hall

AGENDA

Meeting set-up: purpose, desired outcomes, roles, agenda review, ground rules, decision making, icebreaker	Erin	<ul style="list-style-type: none"> • Present • Agree 	15 min.
NLS conference report	Sue	<ul style="list-style-type: none"> • Present • Clarify 	30 min.
TBS rollout issues	Laurel	<ul style="list-style-type: none"> • List • Discuss/clarify • Next steps 	30 min.
Machine pilot idea	Sue	<ul style="list-style-type: none"> • Present • Discuss • Next steps 	30 min.
Library outreach database	Karen Parsons	<ul style="list-style-type: none"> • Demonstration 	30 min.
Break/pick-up lunch	All		15 min.
Working lunch: Updates: Outreach Committee members	All	<ul style="list-style-type: none"> • Present • Clarify 	60 min.
Committee membership	Sue	<ul style="list-style-type: none"> • Present 	15 min.
Next steps	All	<ul style="list-style-type: none"> • List 	10 min.

Meeting review	All	• Plus/delta	5 min.
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Present: Pam Bradshaw, Heidi Caldwell, Marcia Courtney, Laurel Day, Cheryl Duncan, Jennifer Hall, Terri King, Judy Mooney, Dorothy Ogden, Loretta Paine, Erin McCusker (facilitator), Tami Tipton (recorder), Sue Walker (meeting leader), Nancy Wise

NLS Conference Report:

- Sue attended a four day conference held in San Antonio, TX.
- Digital Transition update:
 - The RFP for new players and cartridges has been evaluated and accepted.
 - Titles are currently available for download for users via the NLS BARD database.
 - NLS BARD database statistics:
 - 10,500 titles
 - 10 Idaho TBS users have purchased the player, and have collectively downloaded 350 books and 10 magazines.
 - There are plans to improve the database search functionality by the end of this year.
 - If patrons purchase their own players, they can download directly onto a memory chip. The purchased players can also use the cartridges from NLS. Cartridges can also be purchased and books can be downloaded onto the cartridges, but the players will only recognize the first title downloaded onto a cartridge. Flash drives can be used for multiple titles. The purchased players are multifunctional.
 - Web Braille will be part of the NLS BARD database at some time.
 - NLS will head the production and distribution of digital books. **Books from our studio will not be hosted on the NLS website.**
 - In the first few years, there will be a limited number of cartridges available; each library will have a certain number supplied by NLS. We can select 1,503 cartridges for circulation from the first 11,000+ titles.
 - There will also be a limited number of cassettes produced for each title.
 - The number of cassette titles will decrease as the number of digital titles increases.
 - We will need to purchase cartridges for locally produced materials.
 - After 2011, analog (cassettes) will no longer be produced.
 - By the end of 2008, all magazines produced by NLS will be available for digital download, but will continue to be distributed in the analog (cassette) format.
 - Within 2-3 years, NLS plans to begin recalling some cartridges for reuse.
 - We plan to be distributing players to our patrons by mid to late 2009.
 - We will receive approximately 225 machines during the first year.

- The ratio of books being converted to digital format is 50/50 (fiction – non-fiction).
- More Spanish language titles will be offered.
- Digital Training will focus on:
 - Using digital equipment
 - Staff knowledgeable of downloading and repairing machines
 - Duplication training for making copies and downloading from BARD.
- Talking Book Awareness day discussion:
 - Nice idea – some have no idea they are eligible for services. Not just for the visually impaired.
 - Good idea especially if publicity is supported.
 - Can't hurt – using material we already have.
 - Concern - expectations will be raised if we are advertising a service we do not yet offer.
 - This would be instituted annually, same day every year.
 - Maybe wait until its available – or wait to advertise the new digital until we have it and advertise our current offerings.

We will revisit Talking Book Awareness Day during the September meeting.

TBS ROLLOUT ISSUES:

Laurel gave a PowerPoint presentation on the Digital Book rollout for TBS.

[U\TBS\WkProg\GOING DIGITAL.pptx](U:\TBS\WkProg\GOING DIGITAL.pptx)

The group discussed ideas and gave suggestions for each of the slides.

The ideas and suggestions are as follows:

In reference to slide 2:

- KLAS do the sort for us.
- Copy specific – by barcodes -
 - With this system, each copy will have to be checked out.
 - We use a mass checkout system now and have few errors. We could try our current system, and adapt and update it as needed.
- How much control do we need to exercise on the collection and the end user?
 - Patrons will not be able to keep the books as long because there will be fewer copies. We need to monitor how this will affect the overall service and the view of our service.
 - The limitations of the DB collection will need to be explained to the patrons. We will need to let them know how many they are allowed to have checked out, and how long they may keep them.
 - For those who abuse the checkout system, an option may be to revoke the digital privileges, and only offer cassettes.
 - Cassette books will still be offered as a backup.

- The group discussed putting the word out about the new DB collection, etc, on Talking Book Awareness Day.
- Possible problems could be with patrons who move frequently.
- Those downloading books may have access to more titles.

In reference to slide 4:

- Include all titles on the Web OPAC, and show in what format the title is available.
- Patrons need to know they can access both digital and cassette books.

The group discussed the Has Hads, and the majority of the group feels they would like to know which books they have had, rather than complete random selection, and possibly getting the same book twice without having requested it.

In reference to slide 8:

- The group discussed the possibility of a preference system in KLAS, which allows users to indicate if they want the cassette format if the book is not available in digital format.

In reference to slide 9:

- Right now, letters are being sent monthly for machine retrieval.
- Depending on the inventory for digital books, an idea is to stop service until the digital book is received back into our inventory.
- The group discussed the possibility of making the Blind Commission and public libraries alternate collection points to make it easier for patrons to return the machines.
- Amnesty for overdue books might be sending mixed message about returning books in a timely way.

In reference to slide 13:

- If locally recorded books were available on a downloadable basis:
 - Libraries are charged, but we could check on passing on the fee. We need to determine if we are allowed to charge patrons download fees.
 - An option is to pay for extra books or borrow from other libraries.
 - Otherwise, patrons will need to wait for the copies to become available.
- Will we interlibrary loan our DB we record in-house?
 - We will check to see if other libraries will ILL.
 - Once the book is downloaded, can it be distributed to patrons?
 - The cost effectiveness of downloads for patrons needs to be looked at more closely.
- The group discussed how other libraries are shelving their collections. Some ideas were random shelving, and terminal digit shelving, which is shelving by the end numbers of the RCs instead of the beginning.

MACHINE PILOT IDEA:

There may not be enough machines available for all interested patrons at roll-out time. To start, there will be 10 Victor Stream Readable machines available for patrons to download from the digital database. Once the NLS readers are available, these will be available for circulating cartridges.

The idea is to purchase 40 Victor Stream Readable machines at \$349.00 each.

The criteria for the machines would not necessarily follow current criteria (veterans first, etc.). This will be discussed further.

An idea is to *ask* for Veteran's assistance for Veteran's services. ICBVI may be able to offer a lot of assistance to their clients.

We would like to get everyone switched to digital players ASAP. The quality level will improve, and this will help us phase out the RC's. This will also be a great way to get people involved in the new technology.

The group agrees that Sue will present this idea to the ICFL management team.

LIBRARY OUTREACH DATABASE:

The database contains public library information from responses to surveys distributed in 2005 plus additional outreach since that time. The tabs in the database list various portions of the survey.

Some navigation tips:

- Libraries are in alphabetical order by name, but you may also search by city.
- You can jump to any record in the navigation bar. Each tab contains its own navigation bar.
- One report produces a list of libraries that have replacement players.
- We would like to be able to print lists of libraries by area.

Comments and suggestions can be sent to Karen Parsons.

Updates:

Pam: Working on Public Information Specialist candidate applications.

Laurel:

- Outreach
- Moving collection for shelf repair

Courtney:

- New brochures for outreach services with updated contact information

Nancy:

- Regional clinics – suggestions offered for aids for patrons' remaining vision
- SWEP – students spend 6 weeks at commission training and gaining work experience.

Dorothy:

- Paraprofessional program at the School for the Hearing and Visually Impaired - Aides from school districts (or whoever is interested) can come spend a week on campus and learn Braille, etc.
- Camps coming up for visually impaired.

Sue:

- Working with Secretary of State's office on accessible voting – sent large print letters explaining the process, and will place articles in our newsletter
- There are some grant funds available for Access for All to use for seniors, those living in retirement homes, and Hispanic groups
- Thanks to CSRs for traveling with her to various locations around the state for outreach
- Gave a presentation at the senior center in Weiser and at Vallivue Retirement Center

- Attended a meeting with the disabilities coordinator at BSU – the group Terri presented to. They discussed consolidating all of the RFB&D players from across the state to the TBS at ICFL and distributing to students that way. Another idea is to create a database for textbooks/educational materials recorded in Idaho colleges and universities for use by students with disabilities so that all colleges/universities know what is available.

Heidi:

- Focus group on Get out the Vote
- Working on Working Well with a Disability workshops.
- Plans to start a new grant in July for focus groups – targeted toward women who have a disability and have been victims of domestic violence.

Cheryl: Working hard, customer service.

Terri:

- Outreach. ILA Lewiston – site visits to 5 libraries - also attended an outreach in Kimberly
- Gave a presentation on students with disabilities services
- Boxing collection for shelf repair.

COMMITTEE MEMBERSHIP:

There are a couple of committee memberships expiring at the end of June. Any member can serve 2 consecutive 3 year terms. Both Sue Niewenhous and Cheryl would like to continue to serve (each would be on their second 3 year term).

What other areas would the committee like to include?

- A representative from a Veterans' service organization.
- A representative from an organization such as MS or CP.
- A representative from a retirement home or care facility.
- A representative from a diabetic group or macular degeneration.
- A representative from United Way (an umbrella organization that could touch on each of the above mentioned groups).
- A member of the Hispanic community.

The committee is only allowed 9 members at a time.

NEXT STEPS:

- Discuss Talking Book Awareness day at next meeting.
- Pam will check on download fee and what fees we can charge (if we can charge fees) to patrons. Sue will report back at next meeting.
- Check on whether we will ILL our in-house recorded DBs. (decision)
- Report on decisions regarding circulation of DBs and ILLs.
- Everyone send comments or suggestions on the library database to Sue.
- Sue will check with Jim on get out the vote. Sue will give him Heidi's contact information.
- Jennifer will get info to Heidi on disabilities/domestic violence research.

- Sue will report back next meeting on the committee membership according to guidelines.
- Sue will bring the DB cartridge to next meeting.

Next meeting will be on September 9th. Meeting times will change to 10-2.

Meeting review:

Plus

Cheryl likes using the in-focus machine for projecting

Good presentations and reports from Laurel and Sue

It is very valuable to get feedback from participants

Vegetarian options @ lunch

Library database presentation

Nice to have a facilitator and recorder

Delta

We had people missing - smaller group.

Need short morning break.